



“To care for him who shall have borne the battle, and for his widow, and his orphan.”

Abraham Lincoln

FY2003 has been a very successful period as the Wilkes-Barre VA Medical Center continued to meet and exceed its mission to maintaining and improving veteran's health and quality of life. Due to the dedication of our employees, volunteers and stakeholders, more veterans have been able to receive a greater quantity and quality of health care services. Our veterans deserve the best and based on highlights showed in the Annual Report, our improvements in delivery of quality care continues to be demonstrated. We are honored to share the highlights of our accomplishments during FY 2003.

ROLAND E. MOORE

Director, Wilkes-Barre VA Medical Center
VA Stars and Stripes Healthcare Network VISON 4

Website: <http://www.va.gov/vamcwb>

FY 2003 Report to the Community

Updates

Telemedicine

We are proud to announce the development of our Telemedicine Program at the Wilkes-Barre VAMC!

What is Telemedicine?

TELEMEDICINE is the use of electronic communications and information technology to provide and support health care when distance separates the participants.

Current programs offered at the VAMC Wilkes-Barre, PA include:

TELENUTRITION: initial evaluation and consultation to our Nutrition services, individual and group.

TELEMENTAL HEALTH: counseling and treatment of mental health issues.

TELECONSULTATION: physical therapy and occupational therapy consults for evaluation of wheelchair and activities of daily living.

TELEHOMEHEALTH MONITORING: use of home telemonitoring devices to enhance patient care and improve preventative health care measures.

Future Programs to be developed:

TELEDERMATOLOGY TELEMONITOR FOR SUBSTANCE ABUSE TELERADIOLOGY TELEPHARMACY

My Healthe Vet

My Healthe Vet is a web-based program that creates an online environment where veterans, family and clinicians may come together to optimize veterans' health care. Web technology will combine essential health record information enhanced by online health resources to enable and encourage a partnership between patients and their providers. The program is being implemented nationwide in a series of three phases, each with increasingly complex functionality and security. Phase 1, currently available, provides veterans with a source of one stop shopping for what the VA offers in benefits, special programs, health information, and services. Phase 2, planned for this summer, will offer prescription refill, veteran entered data, and the ability to view co-pay balances and future appointments. The implementation of Phase 3 will allow veterans to read copies of key portions of their electronic health record. Timeline for national release of Phase 3 is winter 2005.

Home Based Primary Care

HBPC, Home Based Primary Care Program was sanctioned by Department of Veterans Affairs earlier this month. Patients to be seen will live within a 30 mile or ½ hour radius of this medical center. The HBPC Program will provide care in the home for medically complex patients, acute short term illnesses and palliative care. The goal is to keep the patients in their homes and decrease ER visits, clinic visits and hospitalizations.

Corporate Information

The Department of Veterans Affairs is made up of three primary components: Veterans Health Administration, Veterans Benefits Administration and the National Cemetery Administration.

The Wilkes-Barre Medical Center is one of 10 medical centers in the VA Stars & Stripes Healthcare Network VISION 4, which is part of the Veterans Health Administration and one of 22 Veterans Integrated Service Networks (VISNs) that comprise the largest fully-integrated health care system in the United States.

VISION 4 serves veterans in 104 counties in the states of Pennsylvania, West Virginia, Delaware, Maryland, New Jersey, Ohio and New York. The network is comprised of 10 medical centers, as well as 9 long term care facilities, 3 domiciliaries and over 40 community based outpatient clinics. Additionally, there are 12 Readjustment Counseling Service Vet Centers located in the service area of VISION 4.

The primary mission of the Wilkes-Barre Medical Center and the VISION 4 Network is to provide health care and social services to veterans who have earned, deserved and are entitled to those services. We also have missions in education, research, homeless and as the primary back up for the DOD medical system. For additional comments or information call 1-877-928-2621, or on the world wide web at <http://www.va.gov>

VA MEDICAL CENTER
1111 East End Boulevard
Wilkes-Barre, PA 18711-0026
(570) 824-3521
1-877-928-2621

The Wilkes-Barre Medical Center System provides healthcare services at the following locations:

Allentown OPC
3110 Hamilton Blvd.
Allentown, PA 18103
(610) 776-4304
1-866-249-6472

Sayre OPC
301 North Elmira St.
Sayre, PA 18840
(570)888-6803

Williamsport OPC
Campus of Divine Providence Hospital
Wenner Bldg 3rd Flr
Suite 304
1705 Warren Ave.
Williamsport, PA 17701
(570)322-4791

Alley Medical Center
301 West Third St.
Berwick, PA 18603
(570)759-0351

Good Samaritan
Medical Center
700 E. Norwegian St.
Pottsville, PA 17901
(570)621-4115

Tobyhanna Army Depot
Building 220
Tobyhanna, PA 18466
(570)895-8341

October 2003

VA STARS & STRIPES HEALTHCARE NETWORK

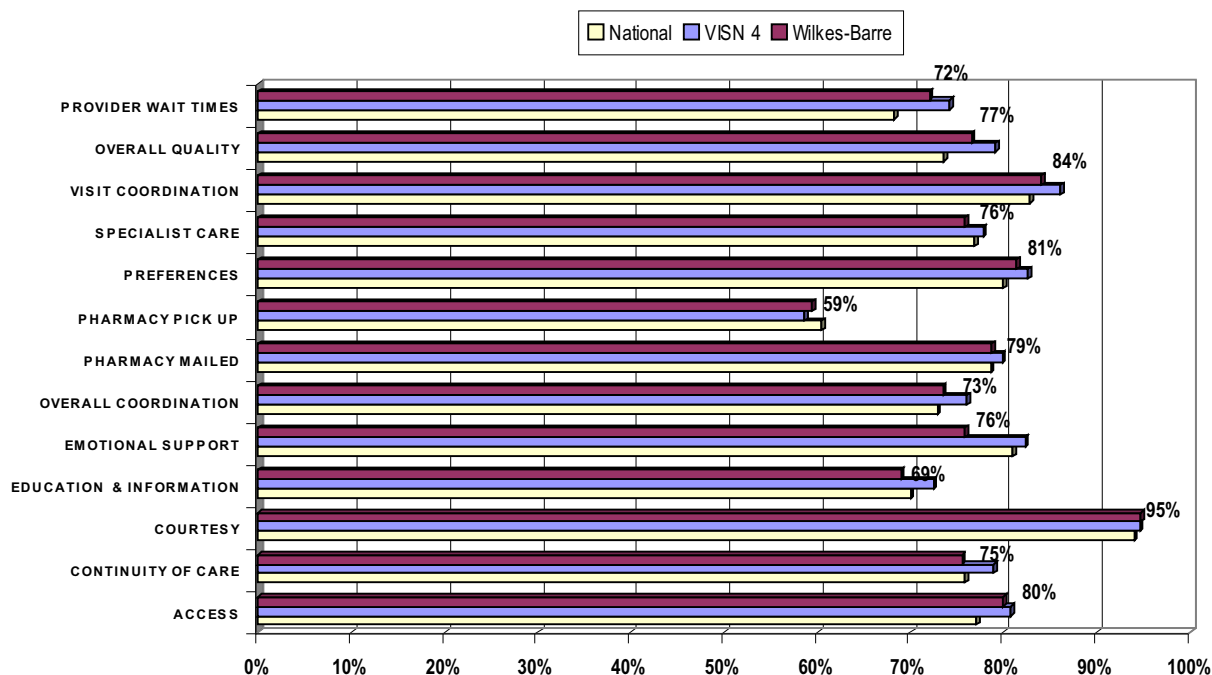


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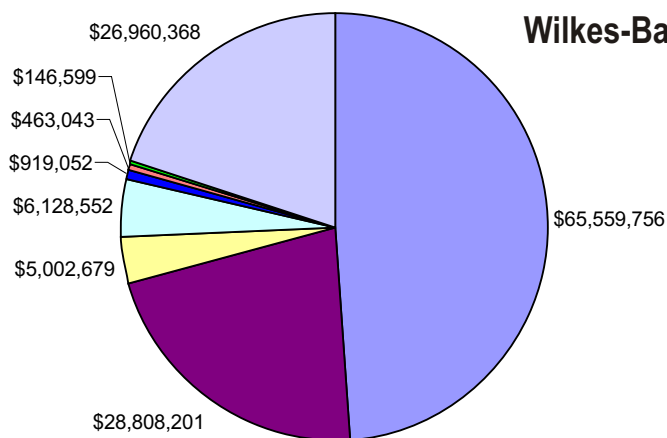
Quality

- ★ The Wilkes-Barre VA Medical Center exceeded exceptional target and national average for Ambulatory and In-Patient Satisfaction.
- ★ No Patients on Waiting List.
- ★ Best in VISN 4 with no delayed Prosthetic orders.
- ★ 1st in VISN 4 in performance for Infectious Disease, Cardiology and Tobacco.
- ★ Above national average in performance for Cancer.
- ★ Led VISN 4 in Rehabilitation for New Amputees & Strokes.

Patient Satisfaction



Data Source: Survey of Healthcare Experiences of Patient SHEP as of 3rd qtr FY 03 - June 2003



Wilkes-Barre FY 2003 Total Budget:
\$133,988,250

Salary Pharmacy Equipment NRM Leases Telecommunications Travel All Other

Medical Care Cost Recovery has shown much progress in the last three years. This is the cost reimbursed from private insurance companies. Funds from this program help provide more services to the veterans.

Efficiency

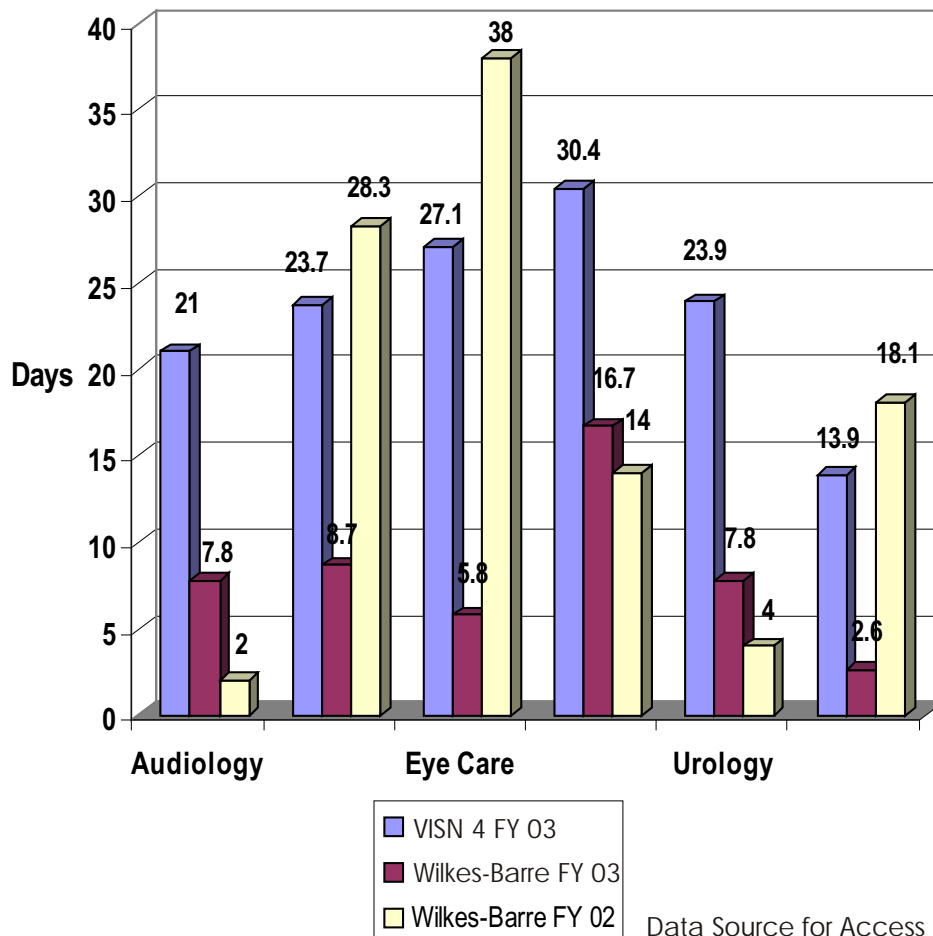
	FY 2003	FY 2002	FY 2001
Unique Patients	41,078	35,843	31,338
Obligations/Patient	\$3,074	\$3,002	\$3,428
Outpatient Visits	330,816	313,581	257,828
Pharmacy Costs	\$28,808,201	\$26,588,427	\$25,412,385
MCCF Collections	\$10,151,394	\$7,874,721	\$3,933,758
Indirect to total Costs	20.6%	21%	22%

Information listed above is as of September 30, 2003. Data Source VISN 4 NDAIO/KLF

Access

Average Clinic Waiting Time September FY 2003

Average Clinic Waiting time for Newest Available Appointments at Wilkes-Barre and it's divisions for the six major clinic areas for FY 2003 continue to meet the 30 day or below guideline.



Data Source for Access information NDAIO/KLF

GOALS FOR FY 2004:

Implement Home Based Primary Care (HBPC)

Expand availability of Adult Day Health Care

Increase the number of Unique patients by 3%

Increase Breast Cancer screening to 84%